



INDIANA
WORKFORCE
DEVELOPMENT
AND ITS **WorkOne** CENTERS

FORMAL COMMUNICATION

TO: Regional Workforce Boards
Regional Operators
Indianapolis Private Industry Council
Directors of Operations for Northern & Southern Indiana
All WorkOne Managers
All WorkOne Staff

FROM: Amy E. Smith-Rubeck, MA, LMHC
Director of Policy

DATE: May 15, 2008

**Technical Assistance Bulletin
TAB 2007-16
Destruction of Confidential Documents**

Purpose

To provide requirements for the destruction of confidential customer documents maintained by the Indiana workforce system

Content

The Indiana Department of Workforce Development expects that all staff throughout the WorkOne system with access to customer documents ensure that the utmost attention is given to protecting the privacy rights of every customer, including employers.

It is the responsibility of all workforce system personnel (including, but not limited to, state merit staff, and Regional Operator, Service Provider and contracted staff) to safeguard sensitive client information. This information includes all identifying information obtained from those seeking assistance from the WorkOne system and its affiliates. Identifying information includes, but is not limited to, social security numbers, addresses, dates of birth, employer account numbers and federal identification numbers.

Unless otherwise identified by Indiana Department of Workforce Development management, all customer information is confidential and is not to be shared or disclosed to organizations, agencies or individuals outside the Indiana Department of Workforce Development, its authorized representatives/agents, the U. S. Department of Labor and/or its authorized representatives/agents, agencies or organizations within the scope of those authorized by the Customer's Release forms, partner MOUs, and/or other affidavits insuring confidentiality of records, and which relate to the provision of employment, support, and training services.

All WorkOne personnel shall make all reasonable efforts to comply with all applicable laws and policies pertaining to the security of confidential records and to ensure that confidential records are not discarded in trash bins, recycling containers and/or other publicly accessible locations. In addition, WorkOne personnel shall make all reasonable efforts to prevent confidential records from being obtained and misused for any unauthorized or unlawful purpose.

Reasonable efforts to ensure confidentiality and security of documents include, but are not limited to, the following:

1. Documents to be discarded must be destroyed in such a manner as to ensure that the information contained on the records is unidentifiable;
2. Documents must be destroyed in a secure location;
3. If document destruction services are procured, a written agreement to adhere to the standards contained in this Bulletin between the Regional Operator and the company providing the service shall be maintained at all times.

Any questions regarding the content of this Technical Assistance Bulletin should be directed to:

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2006-07	Guidance from the U. S. Department of Labor
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2006-01	Clarification on DWD Communication 2005-26 (rescinded 8-22-07)
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